



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTCOM407B Provide reception services for a practice**

**Release: 1**

## **HLTCOM407B Provide reception services for a practice**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the skills required to work effectively as a receptionist for a health care practice

### **Application of the Unit**

#### **Application**

This unit applies to work in a range of health settings where health services are provided with direct client contact involved

Application of this unit should be contextualised to reflect any specific workplace requirements, issues and practices

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

1. Communicate effectively with staff and clients

- 1.1 Process mail to facilitate communication flow
- 1.2 Process telephone communications and pass on messages
- 1.3 *Manage client appointment bookings*
- 1.4 Provide information and advice regarding services and fee structure of the practice to meet client needs
- 1.5 Collect and provide information to facilitate communication flow
- 1.6 *Manage waiting clients*

2. Manage office administration tasks

- 2.1 Maintain information and records system to ensure its integrity
- 2.2 Apply knowledge of practice to complete routine administration tasks
- 2.3 Maintain and use computer files and programs
- 2.4 Use office equipment to perform routine tasks
- 2.5 Prepare *business documents*
- 2.6 Create and update client records according to practice protocols

**ELEMENT****PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 3. Perform routine financial activities | 3.1 Monitor <i>cash control</i> for accounting purposes  |
|   | 3.2 Monitor <i>stock level</i> and order supplies  |
|   | 3.3 Apply knowledge of fee structure to prepare and process accounts   |
|   | 3.4 Prepare routine <i>financial documents</i>   |
| <br>                                    |  |
| 4. Provide basic health care assistance | 4.1 Use practice specific/medical terminology correctly when communicating with staff and clients                              |
|   | 4.2 Carry out <i>routine tasks</i> to assist health care practitioner  |
|   | 4.3 Process referrals to specialist practitioners  |
|   | 4.4 Document interactions with clients according to practice protocols   |
| <br>                                    |  |
| 5. Work effectively within a team       | 5.1 Co-ordinate own work schedule to complete tasks and achieve team goals   |
|   | 5.2 Apply knowledge of employee and employer rights and responsibilities to workplace environment                              |
|   | 5.3 Participate in workplace meetings and communications   |
|   | 5.4 Review and develop own performance   |
|   | 5.5 Respect cultural and personal differences  |
|   | 5.6 Recognise and respect organisation culture   |
|   | 5.7 Understand and work within own abilities and the boundaries of own role as per practice protocols                          |
|   | 5.8 Provide and receive constructive feedback  |
|   | 5.9 Be supportive of team goals and team members   |
|   | 5.10 Undertake responsibilities and duties in a positive, courteous manner to promote cooperation and productive relationships |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Administrative procedures
- Appropriate external agencies
- Appropriate information sources
- Financial procedures
- Organisation policies and procedures
- Principles and practices of the specific health care practice
- Routine tasks in a health care practice
- Stock management requirements
- The services provided and associated procedures of the practice

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply reading and writing skills (literacy competence) required to fulfil job role in a safe manner and as specified by the organisation The level of skill required includes:
  - reading and following practice specific procedures and policies, signs and instructions, using correct spelling, grammar and punctuation
  - following routine oral and written sequenced instructions
- Apply oral communication skills-language competence required to fulfil job role in a safe manner and as specified by the organisation. Assessors should look for skills in:
  - relaying information
  - using appropriate and correct practice specific terminology

## REQUIRED SKILLS AND KNOWLEDGE

- using correct pronunciation and sentence structures
- questioning to clarify terms and context
- listening to and understanding workplace instructions
- clarifying workplace instructions when necessary
- Apply research skills to increase own knowledge of services offered by the practice
- Carry out office administrative tasks
- Carry out routine tasks
- Effectively communicate with work colleagues and clients
- Effectively pass on communications
- Make appointments
- Manage own work load
- Process financial transactions
- Respond appropriately to client information needs and requests
- Use correct practice specific/medical terminology
- Use office equipment
- Use interpersonal skills effectively to interact appropriately with clients and others from diverse backgrounds and cultures

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this competency unit:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the particular workplace
- Assessment involves access to an appropriate workplace or simulated realistic workplace setting, using relevant organisation policy, guidelines, procedures and protocols

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Information may include:*
- Messages
  - Requests
  - Observations
  - Verbal or written information

## RANGE STATEMENT

*Manage client appointment bookings may include:*

- Checking daily for non-attendance by recalled clients
- Documenting reason for appointment according to practice protocols
- Minimising 'did not attends'
- Scheduling adequate length of appointment
- Scheduling appropriate timing of appointment taking into consideration:
  - urgency
  - best time of day or week for both practice and client
  - facilities required

*Manage waiting clients may include:*

- Ensuring health promoting materials are available in the waiting area
- Informing client of delays
- Maintaining cleanliness and tidiness of the waiting area
- Offering alternative appointment options
- Removing hazards from the waiting area

*Document interactions with clients may include:*

- Adding document(s) to client's records
- Noting significant conversations in client's records or practice journals

*Office equipment may include:*

- Computer
- Fax machine
- Photocopier
- Scanner
- Telephone
- Transcription machine

*Business documents may include:*

- Letters to clients
- Letters to service providers



**RANGE STATEMENT**

*Cash control may include:*

- Banking
- Documentation
- Ledger/computer entry
- Processing of money collected
- Receipts

*Stock level may include:*

- Cleaning materials and equipment
- Equipment/supplies
- Promotional material
- Stationery and administrative supplies
- Stock for practitioner treatments
- Treatment ingredients

*Financial documents may include:*

- Banking records
- Cash book entries
- Computer entries
- Inventory records
- Order forms
- Receipts
- Transaction records

**RANGE STATEMENT**

*Routine tasks may include:*

- Administration
- Assisting practitioner as required
- Banking
- Maintaining clean work and reception areas
- Maintaining communication flow
- Managing stock
- Ordering and receiving supplies
- Preparing and dispensing medicines
- Processing accounts
- Processing appointments
- Processing referrals
- Processing test requests
- Providing information to clients/practitioner/work colleagues
- Receiving clients
- Sterilising equipment

**Unit Sector(s)**

Not Applicable